



10

Habits of a **PROFESSIONAL** Buyer's Agent

- 1 ASK** – The one question that must be asked during your first conversation with a prospective client is, "Are you working with another Realtor®?"
- 2 SHOW UP** – for your scheduled appointment time when showing a property – NO EXCEPTIONS or EXCUSES! *Reschedule at least 30 minutes prior if running late, take a few minutes to go inside the home even if client ruled it out after arriving.*
- 3 FOLLOW THE SHOWING INSTRUCTIONS** *Turn off lights, leave a card, lock all exterior doors, etc. Double check the doors before you leave. This is one of the biggest complaints sellers have about agents. ****Even if your client decides not to go inside, agent should go inside and leave a card.***
- 4 NEVER** adjust the thermostat inside a home.
- 5 SMILE** – You and your clients are more than likely on camera, speaker, video, or being monitored. Inform your clients of this prior to showing property to them.
- 6 PROVIDE PROMPT FEEDBACK** – We are all busy, it is common courtesy to provide input for the sellers who have made the time to make sure the home was ready for you and your clients. Feedback within 24 hours is encouraged.
- 7 ALWAYS** remember you are in someone else's home. Escort your clients through the home, try to keep your group together inside the home, help with small children as needed. You are setting the expectations, be in charge.
- 8 DON'T OVER-SCHEDULE** – Understandably, some clients have a very limited time to find their new home. Scheduling more than 8-10 homes a day, however, becomes overwhelming and extremely difficult to stay on schedule.
- 9 ATTITUDE** is your biggest asset. Clients tend to reflect back the attitude they are receiving from you. A positive, upbeat attitude really does go a long way!
- 10 OPTION CHECK** - Do not take to the title company. Deliver to seller or their agent in a timely manner by best method to meet the timeline.

CHOOSE TO BE **PROFESSIONAL!**